

Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).
Please retain this form for future reference and to present to your PCT if required.

PART 1: 2011/2012

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

| | |
|----------------------|--------------|
| Geoff Clubbe (Chair) | Gary Cooper |
| Grayson Amies | Nik Patten |
| Thomas Jessop | Jayne Patten |
| Enid Jessop | |
| Christine Little | |
| Phillip Pumphrey | |
| Evelyn Pumphrey | |

2. Practice staff (and designation) present:

Dr M C Bishop (Partner)
Janet Martyr (Practice Manager)

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

Overall very satisfactory.
7 out of 28 scores in highest 25% of all means.
All other scores in the mid 50% of all means.
2 scores practice remains disappointed with:
Speaking to practitioner on phone.
Waiting time to be seen once arrived at surgery.

4. Which responses were most positive?

Opening hours satisfaction.
Telephone access.
Appointment satisfaction.
Questions relating to reception staff.

5. Which responses were least positive?

Speaking to practitioner on phone.
Waiting time to be seen once arrived for the appointment.

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7 areas were in top 25% of practices – see (4).
All other areas were in the mid 50% of all means.
No areas fell in other 25% of all practices.

7. What are the main priorities identified by the PRG?

To continue to try and improve telephone access to practitioner of choice.
To maintain the easy access to all appointments.
To try and improve waiting time once arrived to see doctor/nurse.

8. What are the main priorities identified by practice staff?

To continue to try and improve telephone access to practitioners of choice.
To try and learn and spread the excellence of reception staff.
To maintain easy access to all appointments.

B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

| Priority for action | Proposed changes | Who needs to be involved? | What is an achievable time frame? |
|--|--|--|-----------------------------------|
| Try and reduce waiting time in surgery. | Increase number of available appts. Will hopefully leave some free appts and reduce extras. | Doctors Practice Manager Senior Receptionist | 1 year. |
| Improve notice boards in waiting room. | If patients waiting, try and improve self help and health education information. | Practice Manager PPG | 1 year. |
| Improve telephone access to GP and nurses. | Try to increase number of available telephone appointment spaces. | Practice Manager Senior Receptionist | 1 year. |
| | | | |

Does your PCT (or similar body) need to be contacted?

No. No unless we appoint a further doctor.

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name: Dr M C Bishop

Practice Address: Thorpe Road Surgery
64 Thorpe Road
Peterborough

Job Title: Senior Partner

Practice Name: Thorpe Road Surgery

PCT (or similar body): NHS Peterborough

Signature:

PART 2: 2012/2013

(To be completed after completion of second survey)

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

Geoff Clubbe (Chair) Gary Cooper
Grayson Amies Nik Patten
Thomas Jessop Jayne Patten
Enid Jessop
Christine Little
Phillip Pumphrey
Evelyn Pumphrey

2. Practice staff (and designation) present:

Dr M C Bishop (Partner)
Janet Martyr (Practice Manager)

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

| Patient experience issue | What has been done to address this? |
|---|---|
| Difficulty speaking to a doctor. | Begun phone appointments. Trying to ring patients back. |
| Wanted better range of appointment times. | Have changed extended hours now to Monday evenings every week. These appointments are now being taken up. |

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

Satisfaction with appointment times and ease of getting an appointment.

Still low on ease of speaking to a doctor but figure has improved.

5. In which areas have you seen most change?

| Last survey (2011/2012) | This survey (2012/2013) |
|-----------------------------|-------------------------|
| Opening hours satisfaction. | Improved |
| Appointment satisfaction. | Improved |
| Comfort of waiting room. | Improved |
| Time for visit | Improved |
| | |

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

Try and reduce waiting time in surgery.
Improve notice boards in waiting room.
Improve telephone access to GP and Nurses.

7. What are the main priorities identified by practice staff?

Try and maintain ease of making appointments and range of times.

Improve telephone access to GP and Nurses.